

# ArcBITS Newsletter

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## ArcSys Hot Tip

This image was cap-



tured by the NASA Curiosity Rover *left* camera on April 3. The white dot was wildly speculated to be a "sign" of intelligent life on the Red Planet. Not so, fellow Martians. The right camera did not capture the same spot which leads to the more likely speculation it was a reflection of light that hit the left camera CCD array "just right".



## Summary of Recent Updates

### 2.2.61

04/23/19 - GENERAL - The Report Builder program has a new prompt, Recall. Clicking on this button (or keying alt-R) will retrieve the last set of answers that were used (regardless of the user) to generate this report. This button will only appear for a report if it has been run at least one time with this software release. (Requested by Denise @ Salt Lake Ortho)

04/23/19 - UPDOX - A phone number which has 000 in the last 4 positions is now allowed to be sent to Updox. (Requested by Sharon @ Children's Center)

### 2.2.60

04/19/19 - BILLING - At the bottom of the end of cycle report is a measure of claims denials. For most practices, this metric was always showing exceptional (which was usually incorrect). A change has been made to look at electronic remits to get a better gauge of the denials. (Requested by Patti @ Ortho Utah)

04/10/19 - EMR - When a scanned image could not be displayed because of a Windows network issue, the error message was erroneously reporting that the I: drive was unavailable. This will now report the correct drive. (Requested by Denise @ Salt Lake Ortho)

### 2.2.59

03/26/19 - REMITS - The prompt "Scan for eob amounts" can accept a Y, N, or Y+NPI. The last entry is new and will result in the display of eobs to include the NPI of the provider per the insurance company. (Requested by Dixie Peds)

### 2.2.58

03/08/19 - BILLING - The summary report on the end of cycle aging had incorrect dollar amounts for non-credit, private and suspense. This has been resolved. (Requested by Physicians Medical Billing)

### 2.2.57

02/01/19 - REMITS - Additional EOB remark codes from N795 through N812 from the November 2018 release notes were added.

01/09/19 - UPDOX - An hourglass will appear when transmitting data to Updox. Keyboard entry or mouse clicks will be ignored until the hourglass disappears.

01/08/19 - GENERAL - The zip code verification process has been enhanced. If the address/zip combination appears invalid, the cursor will move back to the address field for correction. Watch for things where a word is singular and maybe needs to be plural (WINTER vs WINTERS). Or, words that sound similar (RIDGE vs BRIDGE). Sometimes the communication with U.S.P.S. hiccups. You will need to wait a couple of seconds before retrying. (Requested by Rocky Mt Eye)

## On-line Registration



Every once in a while, it seems prudent to resurrect an earlier recommendation. Such is the case with on-line registration utilizing Red Planet and Updox.

You can have your patients fill out forms electronically. These forms can then be imported into Red Planet and the data screens are filled automatically.

Setting up the form is really quite easy with the Updox form generator. You decide what data elements are required and how they are to be organized. You can have data fields that are bullet (single) choice, multiple

Home Forms Locations

**Available Forms**

- Medical History
- Patient Registration**

**Patient Registration**

**PATIENT INFORMATION**

First Name: \*

Middle Initial:

Last Name: \*

Birthdate: \*

Age: \*

Gender: \*  M  
 F

SSN: \*   
Social security number

Address: \*

City: \*

State: \*

Zip Code: \*

Phone: \*

Secondary Phone:

Marital Status: \*  Married  
 Single  
 Divorced  
 Widowed  
 Domestic Partner

Employment Status:  Full Time  
 Part Time  
 Retired

choice or pull down lists. If you plan things well, it takes about 90 minutes to set up a complete, rigorous form. Once completed, you instruct your new patient to a web site that is unique to your practice. The patient fills out the form, and clicks the Submit button.

On the practice side of Red Planet, you log into your Updox account. Any forms that have been filled will be presented in a list. You select an entry and copy the contents to the Windows clipboard. Within Red Planet we add a menu option that will perform the “paste” of this information into your patient registration screen.

Don't limit your thinking be limited to just patient registration. Medical history is another useful form. In fact, many of the forms your patients fill out can be easily handled on-line.